

Earthworm Foundation report
for the Action Plan with Wilmar Operational Unit in West Sumatera
May 2021

1. Resolution Process with the Koto Baru and Kinali Communities and PT PMJ

As detailed in the [previous update report](#), the case in PT PMJ is fairly complex as it involves multiple parties and various interests. It is not only related to Wilmar's past operations, but it is also intertwined with social dynamics, social changes, customs, and traditions. In this regard, EF is obliged to respect local customary structures and processes and avoid inappropriate intervention and biased conclusions. EF's responsibility is to facilitate all stakeholders to discuss constructively. To ensure that this resolution process continues, EF and Wilmar are committed to strategically work through the existing issues at hand and identify the priority areas to be resolved first.

The previous update report also detailed that one of the relevant parties in this process was the cooperative managing the plasma areas that supplied FFB to PT PMJ¹. EF will continue to communicate with this cooperative. The main purpose of this communication is to identify actions that can be taken to strengthen the cooperative's management and operations to ensure that, as an independent supplier to Wilmar, it can meet the requirements under the '[Wilmar's NDPE Policy](#)' that is updated in 2019.

Engagement with the cooperative is also key to follow up on the land dispute incident reported by Southeast Asia Globe in June 2020². Following the field verification, it has been brought to EF's attention that the cooperative is one of the key stakeholders potentially involved in that specific case.

Status: Ongoing

¹ This cooperative was initially established to manage the company plasma. For the first several years, PT PMJ provided financial and management support to this cooperative. The cooperative has now operated as an independent organization with no managerial or financial supervision and assistance from PT PMJ, and remains as the fruits suppliers for PT PMJ mill.

² In light of this article, EF conducted [field verification](#) in August 2020, during which time EF met one of the community members who appeared in the footage, and managed to record the coordinate of the disputed area. The result concluded that the area is located outside of PT PMJ concession.

The next step: Continue facilitating stakeholders, including; companies, cooperatives, and local communities.



Figure 1: EF and Wilmar had discussion with the Cooperative Head



Figure 2 EF discussion with one of Koto Baru customary figures

2. Communication with parties and community organizations in West Pasaman

EF continues to communicate with the Nagari Institute (NI), as one NGOs that provides community assistance in West Pasaman. We informed NI about Wilmar's plan to develop a grievance procedure in the unit level. NI emphasizes the need to disseminate this procedure to all parties, especially local communities. This procedure not only opens the door for the public and external parties to be able to communicate with Wilmar more constructively. But it is also a form of Wilmar's implementation of the NDPE Policy, in which Wilmar is committed to resolving any conflicts and complaints through an open, transparent and consultative process.

Status: Ongoing

The next step: Continuing communication and engagement with NI

3. Strengthening the Grievance Procedure

Since August 2020, EF has been supporting the development of procedures to improve the effectiveness of Wilmar's unit level community and local grievance handling process. This effort is in line with the wider efforts under Wilmar at group level, such as the update of the No Deforestation, No Peat and No Exploitation (NDPE) policy in 2019, and the introduction of the No Exploitation protocol that was developed in partnership with labour rights and land rights specialists from Verite, EF, and Landesa.



Figure 3 EF and Wilmar discussion to strengthen the Grievance Procedure

The scope of Wilmar's unit level community and local grievance handling process covers all complaints originating from external stakeholders at local level regarding social, environmental and policy implementation related to the impact of operational activities in Wilmar's subsidiaries.

A draft of this procedure will first be trialed to ensure that it is sufficiently robust before being finalized and deployed. Following the trial and any associated adjustments, during socialization and deployment, all workers at the unit level will be trained to ensure that Wilmar staffs; know, understand, and are able to implement the steps listed in the procedure. EF and Wilmar will also ensure that this procedure is well socialized to relevant communities.

Status: Ongoing

The next step: Finalize procedure before conducting training for field staff and outreach to the community.